

Subcommittee on Government Operations and the
Subcommittee on Health Care, Benefits, and Administrative
Rules

Joint Hearing: “Examining IRS Customer Service Challenges”
March 8, 2017

Witnesses: **The Honorable John Dalrymple**
Deputy Commissioner for Services and Enforcement
Internal Revenue Service

Mr. Russell Martin
Assistant Inspector General
Returns Processing and Account Services
Treasury Inspector General for Tax Administration

Ms. Jessica Lucas-Judy
Acting Director, Strategic Issues
U.S. Government Accountability Office (GAO)